

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

May 12, 2014

9:00 – 10:30 a.m.

550 S. Vermont Ave., 10th Floor Conference Room
Los Angeles, CA 90020

Naga Kasarabada, Ph.D., Chair

Carol Eisen, M.D., Co-Chair

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:30	SA QIC Reports & Countywide Children's QIC Report	QIC Members
III	9:30 – 9:45	EQRO Review SA QIC Project & Survey Provider Directory MHSIP August 2013 Survey Results	N. Kasarabada V. Joshi
IV	9:45 – 9:50	Clinical Quality Improvement > OMD Report	C. Eisen
V	9:50 – 9:55	Cultural Competency Updates	S. Chang Ptasinski
VI	9:55 – 10:05	PRO	M. Hernandez
VII	10:05 – 10:15	Policy Update – Office of Compliance	C. Pham
VIII	10:15 – 10:30	Test Calls 2014	V. Joshi M. Crosby
		Announcements:	

Next Meeting

June 9, 2014

9:00 – 10:30 a.m.

550 S. Vermont Ave.
10th Floor Conference Room
Los Angeles, CA 90020

**COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

Type of Meeting	Departmental Quality Improvement Council	Date:	May 12, 2014	
Place	550 S. Vermont Ave., 10 th Floor Conf. Rm.	Start Time:	9:00 a.m.	
Chairperson	Naga Kasarabada, Ph.D.	End Time:	10:30 a.m.	
Co-Chair Person	Carol Eisen, M.D./Karen Lee, M.D.			
Members Present	Alyssa Bray; Anahid Assatourian; Aprill Baker; Carol Eisen; Cindy Pham; Debra Mahoney; Debi Berzon-Leitelt; Doris Benosa; Elisabeth Gildemontes; Elizabeth Owens; Gassia Ekizian; Jessica Wilkins; Kimber Salvaggio; Leticia Ximenez; Lisa Harvey; Maria Gonzalez; Martin Hernandez; Michael Tredinnick; Michelle Munde; Michelle Rittel; Misty Aranoff; Monika Johnson; Naga Kasarabada; Randy Faveau; Sandra Chang-Ptasinski; Timothy Beyer; Vandana Joshi; Yolanda Lewis			
Excused/Absent Members	Alan Lert; Ann Lee; Angela Kahn; Barbara Paradise; Bertrand Levesque; Emilia Ramos; Karen Lee; Kari Thompson; Kumar Menon; Lupe Ayala; Mary Ann O'Donnell; Mary Crosby; Marylouise Barrosniska; Pamela Inaba			
Agenda Item & Presenter	Discussion and Findings		Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Call to Order & Introductions	The meeting was called to order at 9:00 a.m.		Introductions were made.	N. Kasarabada
Review of Minutes	The April minutes were reviewed.		Minutes were reviewed and approved.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC Liaison Reports	SA 1: Previous QI/QA information was discussed. Ms. Berzon Leitelt, provided a brief demonstration on how to navigate the PSB QI website.	Next meeting: July 1, 2014. Ms. Ditko will present at next meeting.	D. Berzon-Leitelt
	SA 2: Adult and Children's meeting were combined last month for the Performance Outcomes Survey training.	Next meeting: May 15, 2014. Ms. Hallman, from QAD will present at next meeting. Ms. Ditko will present in July.	K. Salvaggio M. Rittell
	SA 3: Jennifer Hallman from QAD, presented on Documentation. Information from previous meeting was disseminated.	Next meeting May 21, 2014.	E. Owens
	SA 4: Dr. Joshi presented on the Performance Outcomes Survey training.	Next meeting: May 20, 2014.	A. Bray
	SA 5: Helena Ditko presented on the Parameters for Family Engagement. Overall, the feedback was positive. Some providers had a concern regarding an example given during the Family Engagement Parameters training in relation to HIPAA. Also, Dr. Joshi provided a presentation on the Provider Directory.	Next meeting: July 8, 2014. Dr. Kasarabada will follow up with the Office of Family Engagement and give an update at the next meeting.	M. Johnson
	SA 6: Helena Ditko presented at the Executive Providers meeting. Mary Crosby and Dr. Joshi presented on the Performance Outcome surveys training. Information from previous meeting was disseminated. IBHIS is going alive by the end of this month.	Next meeting: May 22, 2014. Jennifer Hallman from QAD will present next meeting. Starting in June SA QI meeting is going to be held at LA Child Guidance Center. Address to be announced at next meeting.	A. Baker

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
SA QIC Liaison Reports Continued	SA 7: No Report.		L. Ayala
Countywide Children's	SA 8: Dark in April. Mary Crosby from QID will present on the difference between QI/QA. Lisa Harvey is going to present on the QI process at her agency. Ms. Mahoney and Ms. Harvey developed a questionnaire to help providers identify their QI process. Rise (a project of the LA Gay & Lesbian Center) will be presenting on their services they provide and the initiative targets LGBTQ children and youth ages 5-19 with open cases at L.A. County DCFS.	Next meeting: May 21, 2014. Jennifer Hallman from QAD will present at the meeting. Next meeting: May 15, 2014. Questionnaire will be sent via email to all SA QIC Chairs when it becomes available. Susan Cozolino is going to present on developing a QA component.	M. Munde D. Mahoney
EQRO Review SA QIC Project & Survey	Dr. Kasarabada provided an overview of the EQRO Site Review and discussed some of the sessions held on April 28, and May 1, 2014. She mentioned that EQRO reviewers highlighted that Performance Improvement Projects (PIPs) will be held to a higher standard and will require more stringent background data related to selection of PIPs.		N. Kasarabada
Provider Directory MHSIP August 2013 Survey Results	Currently working on finalizing the provider directory 2013. Based on last year's Medi-Cal audit, culture is being added to language subcategory to reflect culture specific services, provided by the providers in addition to language. Currently data team is working on MHSIP 2013 data analysis.	Data by legal entity will be made available and posted as soon as data analysis is completed.	V. Joshi V. Joshi

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
OMD Report	Peer Review still in progress – awaiting audit results from a few clinics. OMD is in the planning stage for implementation of Safety Intelligence (SI), an online clinical incident reporting system. DMH start-up is scheduled in July with implementation by September 2014. DHS is currently wrapping up their implementation.	Parameters will be posted as soon it becomes available. We are planning to send out information about SI to all program heads. Also planning to send out a survey to contract agencies to determine the point person in each site who submits clinical incident reports and who will need tokens to access the portal.	C. Eisen D. Benosa
Cultural Competency Committee (CCC)	Dr. Chang Ptasinski distributed a handout on Culturally and Linguistically Appropriate Services (CLAS) definition. The purpose is to start tracking more information about cultural needs.	Next meeting: May 14, at 1:30 – 3:30 at 550 S. Vermont Ave., 3 rd Floor Conference Room. LGBTQ meeting is every other month. Next meeting June 25, 10:00 12:00 at 695 15 th Floor small conference room. Announcement will be send with WebEx info.	S. Chang Ptasinski
PRO	DMH warehouse is not accepting any orders at this time. Accepted orders will be processed until the new fiscal year July. PRO met with Dr. Southard re: the printing materials from the warehouse. Booklets are going to be printed on a regular paper in the twelve threshold languages. Pamphlets will also be printed on a regular paper as well to cut cost.	Mr. Hernandez will provide an update at the next Dept. QIC meeting.	M. Hernandez
Policy Update – Office of Compliance	Mr. Faveau from Compliance Office provided an update on policies and reviewed the handout.		R. Faveau

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible
Test Calls 2014	Dr. Beyer announced that SA's QIC chairs/co-chair are required to perform test calls, 5 in English, and 5 Non English. SA 3 is assigned to the week of June 15 th – June 21 st . Each consecutive week assigned by Service Area thereafter, ending with SA 2. Volunteers assigned to conduct their test calls the week of August 3, to August 9, 2014.	All forms should be printed and not copied due to the scanning process.	T. Beyer
Announcements:			
Handouts:	<ul style="list-style-type: none"> ➤ Family Engagement Survey ➤ Policy Updates May 12, 2014 ➤ CLAS Definitions 		
Next Meeting:	June 9, 2014		

Respectfully Submitted,

Naga Kasarabada, Ph.D.